

CERTIFICATE OF WARRANTY

TEN YEARS • TEN YEARS

SMART SOLUTIONS FOR GLOBAL WINDOW SYSTEM.



NUMBER OF EMPLOYEES:

270

ON TIME DELIVERY:

95%

EXPORT PERCENTAGE REVENUE:

54%

NUMBER OF FINISHED PRODUCTS:

+25K

The belief that accessories have a key role in the performance of windows and doors today more than ever is shared by both the construction industry and the world of architecture and design.

Master Group has been designing and manufacturing accessories and components for aluminium frames since 1986, concentrating on research and investment, as well as on the study of aluminium, especially on the quality of materials, looking for technologies for high performance products, identifying new

market needs and guaranteeing continuous customer satisfaction and care.

Present in over 58 countries worldwide, today Master is a global brand focused on developing new international markets, with the utmost attention to safety and quality of its products, continuous improvement and reduction of waste in line with the principles of lean manufacturing, and on the implementation of the new INDUSTRY 4.0 automation, with particular attention to maintaining human capital centre stage in production operations.

MASTER S.R.L.

10 YEARS HARDWARE FUNCTIONAL WARRANTY FOR WINDOWS & DOORS MANUFACTURERS & AUTHORIZED DISTRIBUTORS

All Master's products are warranty against defects in materials and workmanship for 10 years.

Master's warranty is expressly limited to window & door manufacturers and Master Hardware Authorized Distributors, who purchase Master products for the purpose of resale or use in the ordinary course of the buyers business and may not be assigned or transferred. This warranty does not cover normal wear or discoloration on finishes, or any product which has been improperly installed, abused, misused, worn out, altered, used for a purpose other than that for which it was intended, or in a manner inconsistent with any instructions regarding its use, nor does it cover corrosion related damage. This warranty do not cover other products that are used to drive the hardware systems even if it is manufactured by Master.

THIS WARRANTY IS EXCLUSIVE. MASTER MAKES NO OTHER WARRANTY OF ANY KIND WHATSOEVER, EXPRESS OR IMPLIED, WITH RESPECT TO THE PRODUCTS MANUFACTURED AND SOLD BY IT, WHETHER AS TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ANY OTHER MATTER.

No agent, employee or representative of Master Hardware has any authority to bind Master to any affirmation, representation, or warranty concerning Master products or parts, except stated herein. If any product manufactured by Master is found to be de-

fective by Master, in its sole judgment, Master will, at its option, either repair or replace with the same, or a substantially equivalent replacement, for such defective product. Master's liability is limited only to the replacement value of the hardware.

THIS REMEDY SHALL BE THE EXCLUSIVE REMEDY AVAILABLE FOR ANY DEFECTS IN THE PRODUCTS MANUFACTURED AND SOLD BY MASTER OR FOR DAMAGES RESULTING FROM ANY OTHER CAUSE WHATSOEVER, INCLUDING WITHOUT LIMITATION, MASTER'S NEGLIGENCE. MASTER SHALL NOT IN ANY EVENT BE LIABLE TO ANY BUYER FOR CONSEQUENTIAL, OR INCIDENTAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR THE LABOR WHICH MAY BE REQUIRED FOR THE REPLACEMENT OF SAID PRODUCT, WHETHER FOR BREACH OF WARRANTY, NEGLIGENCE, ON THE BASIS OF STRICT LIABILITY, OR FOR ANY OTHER REASON.

The purpose of this exclusive remedy shall be to provide the window/door manufacturer, or Master Hardware Authorized Distributor, with replacement of products, or parts, manufactured by Master found to be defective in materials or workmanship, or negligently manufactured. This exclusive remedy shall not be deemed to have failed of its essential purpose so long as Master is willing and able to repair or replace said defective products or parts in the prescribed manner.

Master Italy hardware is tested for the following service lives or life cycles:

HARDWARE	TESTED SERVICE LIFE/CYCLES	STANDARD AND CLASS
Ween Tilt & Turn system	15.000 T&T + 5.000 90° turn cycles	EN13126-8 cl. 4
Door Hinges (Dinamika, Slim Rapid)	200.000 cycles	EN1191/EN12400 cl. 6
Tilt & Slide (SPI60)	25.000 cycles	EN13126-17 cl. 5
Lift & Slide (AS200, AS300)	15.000 cycles	EN13126-16 cl. 4
Handle	200.000 cycles	EN1906 cl. 7
Cremona bolt	25.000 cycles	EN13126-3 cl. 5
Finger catches	10.000 cycles	EN13126-7 cl. 3
Stay Hinge for curtain wall	25.000 cycles	EN13126-6 cl. 5
Rollers (Topkit)	15.000 cycles	EN13126-15 cl. 4

With normal use or operation of the window and door systems, the tested cycles correspond to a service life of about 10 years. Therefore, besides the statutory warranty, Master Italy grants its customers a voluntary manufacturer's warranty for this hardware, subject to the following prerequisites or conditions, as applicable, provided that the hardware is not used in areas in which it is foreseeable that the stated cycles will be exceeded considerably.

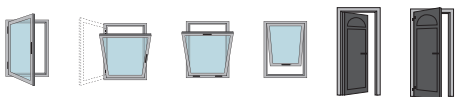
Preconditions for the limited warranty are on [PRODUCT LIABILITY GUIDELINES](#)

PRODUCT LIABILITY GUIDELINES

All the products are guaranteed within the meaning of the law for defects relating to materials and processing. MASTER guarantees that the Products are of high quality, devoid of defects of materials and processing and correspond to the indicated technical specifications. The products are covered by the guarantee on the condition that they are applied and installed in compliance with the technical prescriptions for use of the products contained in this Catalogue/Price List, with the instructions contained in the packaging, on the company website www.masteritaly.com and in any case obtainable from the Master Technical Customer Services Department at email address infotech@masteritaly.com and telephone number +39 080 4959823. The guarantee will not be applicable in the event of tampering of any nature on the products. All Master products must be assembled and/or installed by competent and qualified personnel carrying out professional activities in the door and window fitting sector. The use of Products differing from those for which the said Products have been designed and made is not permitted. MASTER is, therefore, indemnified from any responsibility of any kind, deriving from improper use of the Products.

1. INFORMATION ON PRODUCTS AND DESIGNED APPLICATIONS

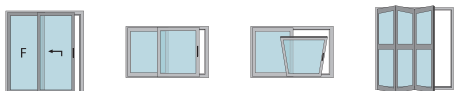
1.1 ACCESSORIES FOR OPENING INTERNAL PANELS, EXTERNAL PANELS, TILT AND TURN WINDOWS, OPENING AND PROTRUDING WINDOW PANES



Definition: MASTER accessories for opening panels and tilt and turn windows allow for opening windows and doors, both towards the indoors and the outside. These accessories are normally operated by a hand lever (handle), in order to guarantee a limited opening or inclination (tilt and turn, protruding) of balcony windows and doors.

Applications: MASTER accessories for opening internal panels, external panels, tilt and turn windows, opening and protruding window panes, are mainly used on aluminium windows and doors. Specifically, the tilt and turn mechanism according to this definition, is used to block balcony doors and windows, allowing for various ventilation positions.

1.2 ACCESSORIES FOR SLIDING OPENINGS, SLIDING WINDOWS, PARALLEL SLIDING AND VERANDAS



Definition: MASTER accessories for sliding openings allow for opening windows and doors by sliding in parallel to the fixing level. These accessories are normally operated by a hand lever (handle), in order to guarantee opening and sliding of balcony windows and doors.

Application: MASTER sliding accessories are mainly used for aluminium windows and doors. The sliding accessories are normally made up of a closure mechanism for closing the moving panel, as well as two rollers situated on the lower and/or upper horizontal traverse for movement of the panel.

1.3 ERRONEOUS APPLICATIONS DECLINING OF RESPONSIBILITY

All situations differing from 1.1 and/or 1.2 are considered to be non-conforming applications for which MASTER declines all responsibility.

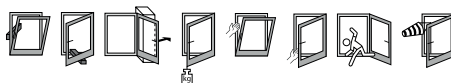
1.4 ADVICE REGARDING RESTRICTIONS OF USE

The doors and windows in the opening position, as well as unblocked balcony doors or those in positions of ventilation, furnish only one shielding function and do not satisfy any requirement for impermeability, water sealing, sound proofing, thermal insulation or resistance against break-ins. In the case of wind or draughts, the windows and doors may be closed and blocked. In the presence of air currents, if a balcony window or door is in an open position, it may slam shut in an uncontrolled manner due to the air pressure or current. A static opening position of balcony windows and doors may only be achieved through the use of additional hardware. Resistance against wind in the closure phase of the fitting depends on the type of system of the balcony windows and doors.

1.5 PARTICULAR EXPEDIENCIES NECESSARY FOR DIFFERENT REQUIREMENTS

Anti-intrusion balcony windows and doors, balcony windows and doors installed in humid environments and in environments with aggressive and corrosive agents, require suitable fittings for the type of application and the appropriate performance characteristics for those environments. Depending on the external temperature, relative humidity of air in the environment, as well as the applied position of the sliding element, temporary formations of condensation on the internal aluminium runners may be formed. This is experienced particularly when the circulation of air is obstructed. For example, due to the presence of curtains, or in the event of unfavourable positioning of radiators, etc. Generally speaking, the hardware defined at points 1.1 and/or 1.2 satisfy the requirements for dwellings devoid of architectural barriers.

2. PRECAUTIONS FOR USE



The misuse, or the use of the Products in a way that does not comply with the technical specifications set out in points 1.1 and 1.2 above-mentioned, occurs in the following cases:

If there are obstacles to the opening and closing trajectory which impede free movement;

- if loads are added to the balcony window or door structure;
- if the balcony window or door is left free to move in an uncontrolled manner (e.g. by the wind) so that the accessories and/or frame materials and/or other individual components are damaged and/or destroyed, causing consequential damage;
- if, during closure (or sliding), a person of body part interposes between the frame and the panel during opening and closing phases, causing accidental damage, potential injury or falls.

3. RESPONSIBILITIES

The fixings system as described in 1.1 and/or 1.2 may only be made up of MASTER components. In the event of combinations not authorised by MASTER and/or of accessories assembled in an inappropriate manner and/or use of non-original and/or not approved accessories, the MASTER company declines all responsibility.

In relation to the responsibilities regarding resistance to corrosion, reference is made to the appropriate section.

4. PRODUCT PERFORMANCE

Manufacturer's application advice

4.1 LOADS

Exceeding the maximum loads indicated for each product is not permitted. The maximum load is determined by the construction component with the least load capacity.

The application outlines and component classification must be complied with, while keeping informed of any updates on the product specifications issued by MASTER.

4.2 DIMENSIONS OF THE CASING

The application outline descriptions contained in the technical documentation, in the product catalogues or in the assembly instructions indicate the relationship between the widths and heights according to the different weight and/or thickness of the glass. Under no circumstances may the window dimensions and the relationship between width/height, or the maximum load of the panel, be exceeded.

4.3 COMBINATION HARDWARE

The manufacturer's rules regarding the combination of accessories must always be complied with (for example, the application of supplementary arms, burglar proof systems designed for balcony windows and doors, etc.).

5. PRODUCT MAINTENANCE

To guarantee safety, the hardware components, must be the subject of maintenance at least once per year

to check for stability and wear. According to requirements, the fixing screws must be tightened and/or a number of parts must be adjusted. In addition, the following maintenance operations must be carried out at least once per year:

- All hardware moving parts and blocking points must be lubricated;
- Do not use aggressive detergents, alcohol or other chemical products which might corrode the surfaces during cleaning, and which might damage the anti-corrosion protection of the hardware components;
- The hardware adjustment work, as well as any substitution of parts must be carried out by a specialized company;
- Whenever surface treatments are applied to windows and French windows - for example, staining or painting - it is necessary to isolate the fixings from this procedure, which must be protected from any impurities (paint/residues of paintwork)

5.1 PRESERVATION OF THE SURFACE FINISH

Electrolytically applied zinc coatings are not subject to attack in a room under normal climatic conditions, as long as condensation is not formed on the hardware, or if it is dried rapidly.

In order permanently to preserve the quality of the hardware surface, and to avoid deterioration through corrosion, the following points must be complied with:

- The attachment and/or sliding areas must be sufficiently ventilated, in particular during the construction phase, in order to avoid their being exposed to direct humidity or condensation. In all cases, measures should be adopted to avoid humidity condensing permanently in the sliding areas.
- The hardware must be kept devoid of deposits and dirt from construction materials (powders, plaster, cement, etc.). Any residues of plaster, mortar or similar materials, must be removed with water and then dried.
- Aggressive vapours (for example, formic or acetic acids, ammonia, amines, aldehydes, phenols, chlorides, tannic acid, etc.) in connection with small formations of condensation, which might provoke rapid corrosion of the fixings. For this reason, the evaporation of these substances in the vicinity of these windows must absolutely be avoided.

- Furthermore, acid or acetic acid sealing compounds, or those with the above-mentioned contents may not be used, given that both direct contact with the sealing compound or with its vapour may attack the surface of the fittings.
- The fittings may only be cleaned with gentle detergents with a neutral pH, in diluted form. Under no circumstances may aggressive detergents be used, nor acids or abrasive detergents whose contents include those listed in the preceding paragraph.
- This Guarantee is not applicable in the event of defects occasioned following damage by fire or other accidental events, the use of abrasive brushes and/or products, incorrect installation, acts of vandalism and, in any case, incorrect use.
- With reference to part completed and/or unpainted products, MASTER declines any responsibility for any anomalies which should occur following production and/or modification processes on the product itself, carried out by third parties after consent by MASTER.

6. OBLIGATION TO ISSUE INFORMATION AND INSTRUCTIONS

The following documentation must be forwarded to retailers, intermediaries, builders and end users

- Technical documentation
- Product catalogues
- Assembly instructions
- User and maintenance manuals

Ensuring that what is forwarded has been updated to the latest company amendment.

The whole of this material, or parts of it (should a few information sheets not be available) will be called, in brief, "information on the product".

In order to preserve the relevant functions of the balcony windows and doors:

Engineers and designers are required to request and comply with the "information on the product" from the manufacturers or authorized dealers

Specialist retailers are required to respect the manufacturers' "information on the product" and, in particular, to forward it to dealers and/or subsequent manufacturers, and to notify them that they are obliged to forward them to their clients.

Manufacturers of windows and doors are required to observe the "information on the product" and in particular to forward the maintenance instructions and operational manuals to the builders and the end users.

7. USE OF CORRELATED HARDWARE

The possible variations within individual items of hardware must be treated on the basis of the specific characteristics contained in the "information on the product", the foreseen application, improper use, the product performance, of the product maintenance, of the information and instruction obligations.

For further information please refer to our web site www.masteritaly.com specifically section

https://www.masteritaly.com/en/categoria_faq/product-warranty/

https://www.masteritaly.com/en/categoria_faq/general-sales-conditions/

https://www.masteritaly.com/en/categoria_faq/finishings-and-resistance-parameters/



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